

Environment and Transport Department – Reporting issues with Highways, Transport and Waste

This notice is to tell you about why we need your information and how we will handle it. This notice is for: Environment and Transport Department – Reporting issues relating to Highways, Transport or Waste. This includes the 'report it' forms available on our website, as well as anything reported via telephone.

What Information do we need from you?

We may need to know the following about you: Name, address, email address, and phone number.

We will also require details relating to the issue, which is being reported, but this will not include any personal information.

Why do we need this?

We need this information to be able to provide the service required to resolve the highways, transport or waste related issue.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using public task as the lawful condition for us to do this.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. When it is necessary, we may disclose your personal information to: National Highways England, Area Traffic Control, software providers or utility companies working on behalf of LCC where your enquiry relates to work undertaken externally.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside the UK.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. All personal details will be kept for a period of 7 years. Details relating to the Highway or Transport issue that has been reported will be kept for 21 years, but with no personal data included.

What if something changes?

If the information you provided changes or your circumstances change please contact etdataprotection@leics.gov.uk. If we need to change something like who we want to share this information with, we will contact you to let you know.